



MINUTES

Meeting	Date	Te	Location
Repairs and Maintenance Service User Group	25/05/2023	18:00	Zoom
Attendees			
Residents Amanda Williams (AW) Boycee (B) Caroline Martin (CM) Chris Evans (CE) Jo Coomber (JC) Nigel Varley (NV) Pat Robinson (PR) Phillip Morris (P) Tim De La Rew (T) Win Kennedy (W)	Councillors	Staff Simon Rowland (S) Sam Robinson (SR) Mayowana Ademuyewo (MA) Ilona Marciniak (IM) David Maggs (DM) Henry Murray (HM)	
Apologies		Minutes	
		Henry Murray	

Agenda items

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1	Welcome (Housekeeping/ code of conduct)	
2	<p>Actions from previous meeting</p> <p>S – Provides update on carpentry scheduling at Butler House – a sickness within the team created delays and doors are to be fitted on 31st May States that wait Tes and statistics that NV had previously requested are unavailable due to bugs in system – no answer today</p> <p>P – Inquires as to whether he is in breach of code of conduct by offering to raise points on behalf of other tenants?.</p> <p>S – Confirms P is not in breach of code of conduct.</p> <p>NV– Raises point about cabinet responsibility. Expresses surprise and unacceptability regarding bugs in the system. Expresses that it is not satisfactory that council is unable to monitor things adequately.</p> <p>S – agrees with NVand expresses frustration with waiting Tes.</p> <p>T – Asks if code of conduct has been altered regarding representing the SUG outside of meetings, asked why the topic had come up.</p> <p>S – Updates B on issue raised regarding delay in repair. Asks to give B call after meeting.</p> <p>B – Expresses he has had no issues with engineers and repair staff, but</p>	

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	<p>expresses dissatisfaction with system as a whole, believes it is not fit purpose.</p> <p>S – Updates NV on cladding removal monitoring, that the current contractor is setting up regular routines, that previous sub contractors weren't up to standards and new team to focus on cleanliness.</p> <p>NV– Believes the issue has improved but is not resolved.</p>	
3	<p>Safety (Fire Safety Update)</p> <p>NV– Expresses belief that old-fashioned water heaters are costly and inefficient. Asks for program of when they will be replaced. Expresses belief that many tenants are effectively without an affordable hot water system - Gilton House</p> <p>S – Inquired about Nigel's water heating system.</p> <p>NV– Expresses opinion that storage heaters not the world's best, that he believes his new storage heater is not better than his old one. Believes that cladding is mostly off of his building, which he believes means flats are cold.</p> <p>SR – States that there is a program to upgrade storage heaters and will come back with more concrete Tescale.</p> <p>NV– Asks about hot water in relation to storage heaters.</p> <p>SR – Replies that he doesn't know how the systems work in detail.</p> <p>NV– Explains that his boiler immersion heater doesn't adjust to summer Te which ends up heating his home in the summer. Passes on belief that neighbours with baths say it storage heaters won't heat their baths. Believes that most people I talk to don't have it on.</p> <p>SR – Will take away question regarding heating hot water get back to Nigel.</p> <p>P – Reads from Dimplex storage heater manual which he says makes 37 decibels of noise and that this level equivalent to the sound of two people having a conversation. Recalls visit from double glazing company who believe that installed double glazed Wdows have a gap when closed. Expresses dissatisfaction with the quality of products that the council pays for. Expresses belief that solar panels are perfect for the shape of his building and would cut costs.</p> <p>SR – Agrees with P regarding solar panels. States that the council has to start the pilot in Redfield to ascertain how best the council can use them to generate electricity and what to do on blocks with electric heating. Agrees that if council can find ways to get savings it should be those with storage heaters that should see benefits. Asked P if the double glazed Wdow point raised is an installation issue or something that would happen with perfect installation.</p> <p>P – Expresses belief that gap in Wdows is built in to Wdow design. Explains that the engineer that visited went round to the flats in his building and believes he found a 4 mm gap in every Wdow. States that engineer made a report, no one has seen the report.</p> <p>S – Advises that he will see if correspondence can be found on the council's end.</p> <p>SR – Asks if the neighbour mentioned previously have a storage heater in every room. Agrees that it sounds like a bad situation. Disagrees that the products themselves are cheap. Expresses interest in feedback regarding noise. Advises that there is an ongoing question about longer term heating</p>	<p>SR</p> <p>SR</p> <p>S</p>

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	<p>solutions, and that currently it is a choice between new storage heaters or existing boiler systems.</p> <p>P – Reiterates point regarding 30 - 37 decibels produced by storage heating.</p> <p>SR – Suggests mitigating product costs by running at night.</p> <p>P – Responds with belief that fans run all night to distribute heat and can't be turned off.</p> <p>SR – Thanks P for raising this point, and advises that MAwa might be able to address point.</p> <p>B – Expresses dissatisfaction with update on solar panels. Expresses frustration with bringing up solar panels in previous meetings going back a number of years. Also raises belief of compatibility of his building with solar panels. Asks why the council hasn't worked with The Cheese Project, with whom he also works.</p> <p>SR – Advises that regarding solar panels, the difficulty is that data is used to look at which flats need upgrading the most and prioritise those which are performing most poorly. Advises that the plan is to insulate homes first because of government legislation regarding net zero. Agrees and states he is extremely aware of the need to insulate homes. Advises again that priority is insulation first and that some properties can't reach that standard with insulation alone. Expresses difficulty with installing solar panels on every block as it would leave no budget to insulate properties. Advises that there are 7400 homes in Bristol not insulated to standard. Advises B that he is familiar The Cheese Project, and that the council does use data to understand how they are performing. Agrees that there is a difference between what data on a spreadsheet says and what might be tenant's real world experiences. Explains that any closer ties with The Cheese Project would require specific policy.</p> <p>W – Inquires whether she is in the right meeting as she is a leaseholder.</p> <p>IM – Confirms that W is in the right place.</p> <p>W – Expresses problems with Wdows in her block, that they are old and believes they are rotten. Asks if Wdows will be replaced with double glazing.</p> <p>SR – Advises that it is likely the Wdows will be replaced.</p> <p>IM – Advises she will take away for leasholder team and send confirmation of plan for Wdow.</p> <p>CM – Asked if rooves are strong enough for solar panels.</p> <p>SR – Advises that the council install solar panels to coincide with the lifecycle of rooves to ensure work can be done simultaneously.</p> <p>NV – Expresses belief that as his building has just had a new roof put in that it would be a good opportunity for installation of solar panels. Asks how much liason there is between those who deal with energy efficiency and teams responsible for refurbishment and if there is planning of solar panel installation.</p> <p>SR – Agrees that it would have been good opprtunity. Explains that he is in a new role to the council and part of that is coordinating with delivery teams. States that solar panels are really big priority to the MAr and cabinet. Advises that every Te his team look at a project on a block they will be considering solar panels.</p>	<p>IM</p>

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	S – Advises that he expects a massive procurement project and a Tely process for getting solar panels.	
4	<p>Energy efficiency (priorities and challenges including solar) – SR Robinson</p> <p>Presentation from Sam Robinson on Energy Efficiency Update</p> <p>FIRE SAFETY</p> <p>MA - Building Services and Compliance Manager Explains that fire safety is part of his JCb but not core area of work. Advises that council has agreed to cover costs of new install of fire alarms and sprinklers though funding of maintenance and upkeep of them is still in discussion. Advises that regarding Fire Wardens he can't provide conclusive information as discussions are ongoing.</p> <p>CE – Raises issue regarding bikes and scooters with lithium batteries in high rise flats, expresses that he has warned council and that he was told it was acceptable. Raises recent fire incidents.</p> <p>MA – Expresses difficulty with knowg what equipment is brought into buildings and that his team are looking to bring in process to see overall picture. Advises about council decision to not restrict mobility scooters. We are looking at balance. A lot of discussion happening. Very difficult to police items brought into building. Part of discussion is creating fireproof storage. Advises he will ensure communication is provided and will share Tescale when it becomes available.</p> <p>CE – Expresses belief that mobility scooters are not a problem, but believes that scooters are a choice and should therefore be banned or go into external storage.</p> <p>MA – Assures CE that multiple options are on the table. Will seek an update and assures that this is big ongoing problem discussed within the council.</p> <p>S – Advises it might be worth talking to Jack Barkell</p> <p>CM – Expresses fear of how sensitive she believes fire alarms are. Asks if they are too sensitive.</p> <p>MA – Advises CM he will look into this. Advises this would be based on legislation. Understand the challenge and agrees that the council doesn't want alarms going off randomly or too often. Advises CM he will ask fire alarm maintenance in her block. Advises CM that there is a fire alarm test scheduled for August this year.</p> <p>CM – Asks for which building the test will be for.</p> <p>MA – Advises that the test is for buildings that haven't had cladding removed and that council will install sprinklers in those locations.</p> <p>NV– Raises issue of mobility scooters, expresses belief that Gilton House has been promised charging room and expresses issue of needing additional electric-operated doors. Expresses frustration and the need for Tescales or clarity or why Tescale can't be given. Believes more mobility scooters are appearing in his block.</p> <p>MA – Agrees that tenants should be kept in the loop of Tescales. Believes lack</p>	<p>MA</p> <p>MA</p> <p>MA</p> <p>MA</p> <p>MA</p>

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	<p>of information leads to bad outcomes. Expresses frustration with similar problems within the council.</p> <p>P – Asked if council can send out letter to tenants and leaseholders warning that any fire found to be caused by lithium incur charges for damage caused. Suggests forcing tenants to have fire insurance.</p> <p>MA – Advises that council is looking at alternative storage solutions rather than penalties. Assure you we are doing a lot of liasing and brain storming with counterparts nationwide. States belief that it is a national problem. Advises main priority is to educate tenants especially regarding charging at night in escape routes. Shares that internally, there a lot of ongoing discussions and that he will be cascaded any new information to all tenants.</p> <p>CM – Shares opinion that people are responsible for their own health and safety.</p> <p>MA – Advises council is not looking to punish tenants or leaseholders.</p> <p>NV– Expresses opinion that a punitive system is less fair.</p> <p>MA – Agrees and wishes to provide as much support as possible.</p> <p>JC – Raises problem regarding heat sensitivity of her fire alarm, that storage heater sets off fire alarm. States no one has come to check it yet.</p> <p>MA – Asked how long ago it had reported and tells JC he will chase and get back to her.</p>	MA
5	<p>Voids update</p> <p>S – Year-end targets. States council had target set of no more 323 properties empty at any one Te. 85 on hold, minor voids taget of 35 days is at 52 days, maJCr targets 92.6. Target of key to key day of 50 days was 88.7 days. 1012 voids at the end of that year. Acuity satisfaction is at 76% of new homes.</p> <p>B – Asks what Simon and his team to improve</p> <p>S – Explains that despite 323 voids propertyies open, it is more accuartely 240 without repairs needed. Explains that a recent change means that a supervisor goes out JCint inspection for team. Explains council is looking at expanding capacity for void properties that can be addressed at any one Te. Explains previous structure led to more paperwork but now have restructured so that supervisor and surveyor work together. Advises that Councillor Rehnard is still undecided on some of the changes. Explains that normally, if a kitchen is in need of repair, the team have ripped it all out but council has recently just signed new contractor who will do new repairs. Explains problem with finding parts for old kitchens to make the remodelling consistent. Explians team is working to do more around repair and not replacing.</p> <p>B – Hopes future figures show an improvement.</p> <p>S – Explains there is a shortage of surveyors within the council at the moment. Shares that extensive training for internal staff to go through and become surveyors is taking place. Believes there is a worldwide shortage in public sector due to disrepair and that private sector surveyors get paid more. Shares that council is running stock condition survey on 40% of properties.</p>	

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	<p>T – Asks if council reduced numbers surveyors recently.</p> <p>S – Replies this has not happened in Response & Repairs team. Explains response repairs is often a starting point for employees.</p>	
6	<p>Agreed items for forward plan</p> <p>JC – Asks how long fire wardens will be present in building once sprinklers fitted.</p> <p>S – Asks JC if her building has cladding.</p> <p>JC – Expresses she cannot answer that.</p> <p>S – Advises that regarding Waking Watch Service, if either fire alarm or sprinkler system have been installed the team is removed.</p> <p>MA comes back into the meeting</p> <p>JC – Repeats her question about Waking Watch Service.</p> <p>MA – Advises that info should be out shortly. Expresses confusion that Butler House still has them given they have both sprinklers and fire alarms installed. Advises final portion of procurement and information to be released shortly which will include Waking Watch Service information.</p> <p>JC – Explains that she thinks highly of the Waking Watch Service team but expresses confusion over why they are still in place.</p> <p>MA – Agrees that council should be pushing removing any unnecessary costs.</p> <p>CE – Inquires about cladding on his flat in relation to the impact on its resale value.</p> <p>MA – Advises he will have more information on this soon. Advises that leaseholders will not bare cost of fire upgrades.</p> <p>CE – Believes that if he was to put property on market tomorrow, cladding problems would be an issue.</p> <p>MA – Expresses appreciation of this situation, but reiterates that leaseholders of council buildings are in a better position than those in the private sector.</p> <p>CE – Inquires about issue that was thought fixed, but now means Waking Watch Service have had to return to his block.</p> <p>MA – Explains that materials on suitable cladding has changed. Assures that you team is doing everything to resolve it.</p> <p>B – Asks if Waking Watch Service is a waste of money, as he believes sprinklers and fire alarms were installed 8 months ago.</p> <p>MA – Responds that he will past that question on and find out why they are still in place. Advises there may be reason they are still in place that he is not privvy to.</p> <p>JC – Invites all in attendance to Butler House should they wish to come and look at their sprinkler system.</p>	<p>MA</p> <p>MA</p>

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	<p>MA – Expresses enthusiasm for the offer to bring people to butler house to see the good work done there.</p> <p>IM proposal for next meeting – bathroom project.</p>	
7	<p>Any other business</p> <p>CM – Raises concern with communication, lists problems including plasterer who showed up without knowg tenant was vulnerable. Expresses need for contactors to know if tenant is classed as vulnerable.</p> <p>S – Agrees and hopes new housing management system will pick that up as a matter of course.</p> <p>P – Raises issue at Hollidge Gardens, neighbour Barborah, explains he believes scaffolding has been outside her Wdow for two years and says she can't open Wdow. Raises issue at Berrycroft where tenants now leaving doors open for non-residents. Residents want to know if doors could be looked at.</p> <p>S – Advises he will have a look into that.</p> <p>NV– Proposes that next meeting is at Butler House and a hybrid meeting per JC's invitation.</p> <p>IM – Advises that with hybrid meetings there are extra challenges with advertising, internet connection, commuting, but will look into arranging.</p> <p>B – Raises issue with a neighbour being unable to lock their Wdows at Yewtree</p> <p>S – Acknowledges and says he will have a look</p> <p>CE – Asks if external Wdows can be cleaned. Believes that Wdows in their building have not cleaned for 20 years. Brookridge house.</p> <p>S – Acknowledges and will take this away, but advises it might be best to get in a private contractor to come and have a look.</p> <p>P – Shares view on hybrid meetings that they are unlikely to happen again, citing travel expenses etc.</p>	<p>S</p> <p>S</p> <p>S</p>
8	<p>Date of next meeting</p> <p>27th July, 10am.</p>	